California Information Technology Strategic Plan
Portal Steering Committee
Information Organization, Usability, Currency & Accessibility (IOUCA)
Working Group
Library & Courts II, 900 N Street, Room 340

- AGENDA: APRIL 25–

Time:

15	I.	**Opening**	**Debbie Schwartz**
		Review previous minutes	**Working Group**
		Provide updates on action items (see attached list)	
5	II.	**Recommendation on New Template Design (Design 1)**	**Working Group**
		Identify outstanding action prior to recommendation	
10	III.	**IT Leaders Presentation**	**Debbie Schwartz**
		Review draft presentation	
10	IV.	**Portal Redesign Project (PRP) Update**	**Rick Vagg**
5	V.	**Cascading Style Sheets**	**Debbie Schwartz**
		Review outline for recommendation	
10	VI.	**Open Forum -- Recommendations from team**	**All**
5	VII.	**Next Steps and Adjourn**	**Kris Ogilvie**
		Next IOUCA meeting April 11, 2006 at LC II (900 N Street)	**Debbie Schwartz**
		Agenda Items?	
60	VIII.	**Conference Call with Washington State Portal Team**	

Action Items for Review – Due April 25, 2006

ACTION: Complete the accessibility standards and guidelines workbook.
> **Assigned To**: Neal Albritton
> **Due**: April 25, 2006 (Update)
> **Update**: Neal plans on having the completed workbook to IOUCA by April 21st for review.

ACTION: Post amended list of usability recommendations and FTB's implementation status on working group website.
> **Assigned To**: Donna Freeman
> **Due**: April 25, 2006 (Update)
> **Update**: No update.

ACTION: Draft usability standards, guidelines, and best practices.
> **Assigned To**: Donna Freeman
> **Due**: April 25, 2006 (Update)
> **Update**: No update.

ACTION: Develop a beginner's version of the workbook.
> **Assigned To**: Neal Albritton
> **Due**: April 25, 2006 (Update)
> **Update**: In progress

ACTION: Develop a list of file types and versions that should be used for California web pages. The list should be prioritized by most desirable and focused on where we want to be in the future rather than where we are now.
> (Note: formerly two action items – "Identify formats currently being used on California web page" *and* "Using the list of formats currently being used on California web pages, note which formats are completely accessible, and identify conversion options for formats that are not completely accessible").
> **Assigned To**: Neal Albritton, Steve Branson, Steve Clemons
> **Due**: April 25, 2006 (Update)

ACTION: Discuss a process for disseminating information to a wide audience quickly.
> **Assigned To**: John Jewell and Dan Whetstone
> **Due**: April 25, 2006 (Update)
> **Update**: Dan and Rick will look into what other states and the federal government are doing in this area. Kris agreed to do some background research on the topic.

ACTION: Follow up on the feasibility of using GTC, Executive Institute, and CIO Academy as vehicles for ongoing training.
> **Assigned To**: Claudina Nevis and Liz Meecham
> **Due**: April 25, 2006 (Update)

ACTION: Prepare a plan to establish ongoing communication with webmasters; may want to organize along the lines of the federal government's content managers forum.

Action Items for Review – Due April 25, 2006

>***Assigned To****: John Jewell, Anamarie Malone, Rick Vagg*
>***Due****: April 25, 2006 (Update)*

ACTION*: Provide a recommendation regarding IOUCA's use of the Webmaster's IT Forum and an FAQ posting on the State CIO's website (see Issue #5).*

>***Assigned To****: Steve Branson*
>***Due****: April 25, 2006 (Update)*

>***Update****: How best to use the Webmasters IT Forum was discussed at the April 18th meeting. It was decided that we would ask the webmasters how best to interact at the IT Leaders Meeting scheduled April 28th. Claudina agreed to find out if the technical resources are available to handle a large influx of traffic on the Webmasters' Forum. IOUCA will look at what the other states and the federal government were doing to communicate with webmasters. The working group also discussed the idea of setting up a blog and/or an RSS feed for webmasters.*

ACTION*: Document the CSS recommendation for working group review and approval.*

>***Assigned To****: Debbie Schwartz*
>***Due****: April 25, 2006 (Update)*

Future Action Items (Not Scheduled for Review this Week)

ACTION*: Post the workbook on the IOUCA working group website.*

>***Assigned To****: Neal Albritton/Donna Freeman*
>***Due****: May 2, 2006 (Update)*

Parking Lot

1. *Frame the issue of application accessibility and usability.*

   Assigned To*: Steve Clemons*

   Due*: April 18, 2006 (Update)*

   Update*: It was agreed that these two action items are outside the scope of the IOUCA working group. We agreed that it was something we should be aware of. It was suggested that the two items be put in the parking lot for the time being and revisited in about a month.*

2. *Conduct high level research and frame the issue of accessibility and usability in regards to online forms.*

   Assigned To*: Steve Clemons*

   Due*: April 18, 2006 (Update)*

   Update*: See above.*

IOUCA Working Group
Purpose and Definition – Updated April 3, 2006

Accessibility: The ability to fully acquire, use, and manipulate Web-based content and /or services by all individuals – regardless of individual age, disability, dependence on assistive technology to process information, or primary language.

Best Practice: A technique or methodology that, through experience and research, has proven to reliably lead to a desired result.[1] A generally accepted "best" way of doing something.[2]

Definition: A statement expressing the essential nature of something. [3]

Findability: "Findability refers to the quality of being locatable or navigable. At the item level, we can evaluate to what degree a particular object is easy to discover or locate. At the system level, we can analyze how well a physical or digital environment supports navigation and retrieval." -Peter Morville. "You can't use what you can't find." - www.Findability.org

Guideline: An indication or outline of policy or conduct. [4] An attempt to streamline a process by establishing a set routine. By definition, following a guideline is never mandatory. "Guidelines may be issued by and used by any organization (governmental or private) to make the actions of its employees or divisions more predictable, and presumably of higher quality." [5]

Policy: A high-level overall plan embracing the general goals and acceptable procedures especially of a governmental body. [6]

Procedure: A series of steps followed in a regular definite order; a particular way of accomplishing something or of acting. [7] "A series of activities, tasks, steps, decisions, calculations and other processes, that when undertaken in the sequence laid down produces the described result, product or outcome. Following a procedure should produce repeatable results for the same input conditions." [8]

Purpose: An object or end to be attained. [9]

Standards: Any definite rule, principle, or measure established by authority.[10] "A standard is "Thou shall" while a guideline is a recommendation, more like "You should if your situation warrants."" [11]

Usability: Usability is a quality attribute that assesses how easy user interfaces are to use. (Jakob Nielsen, Usability 101: Introduction to Usability, August 25, 2003, http://www.useit.com/).

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[1] Bitpipe (www.bitpipe.com)
[2] Wikipedia (www.wikipedia.org)
[3] Merriam-Webster Online Dictionary
[4] Merriam-Webster Online Dictionary
[5] Wikipedia (www.wikipedia.org)
[6] Merriam-Webster Online Dictionary
[7] Merriam-Webster Online Dictionary
[8] Wikipedia (www.wikipedia.org)
[9] Merriam-Webster Online Dictionary
[10] Merriam-Webster Online Dictionary
[11] Information Technology: Data Warehouse Glossary. California State University, Monterey Bay. http://it.csumb.edu/departments/data/glossary.html.